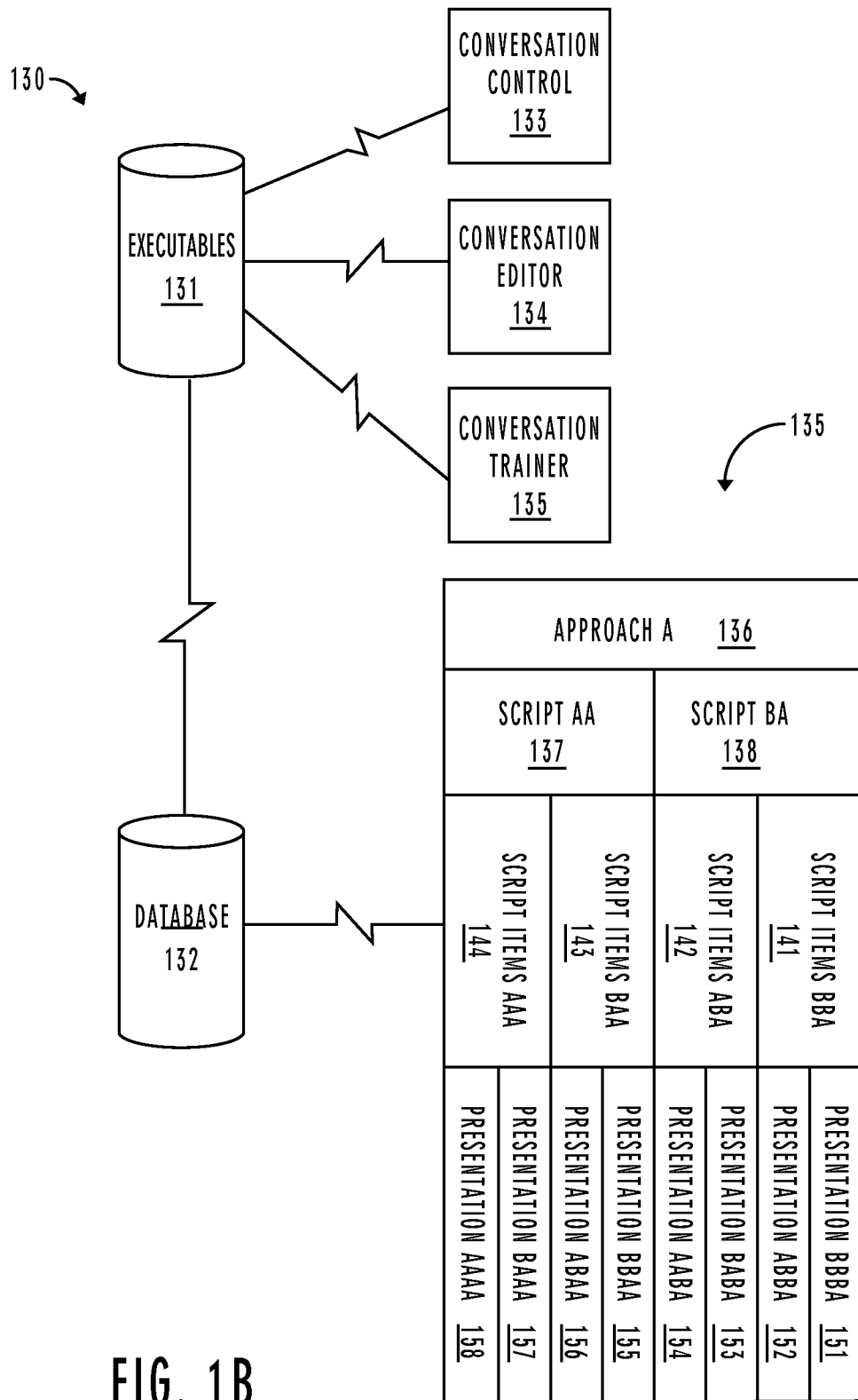


FIG. 1A



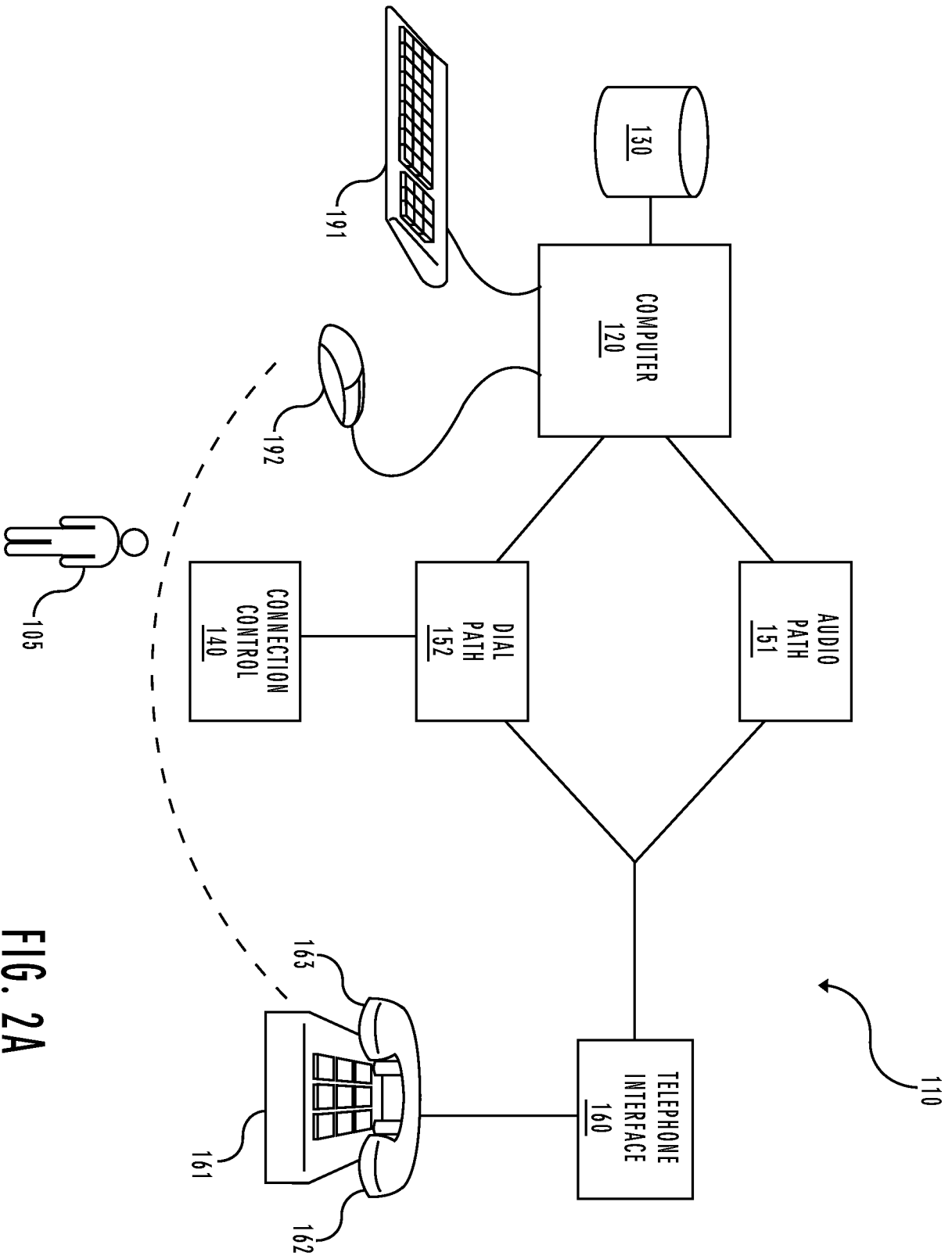


FIG. 2A

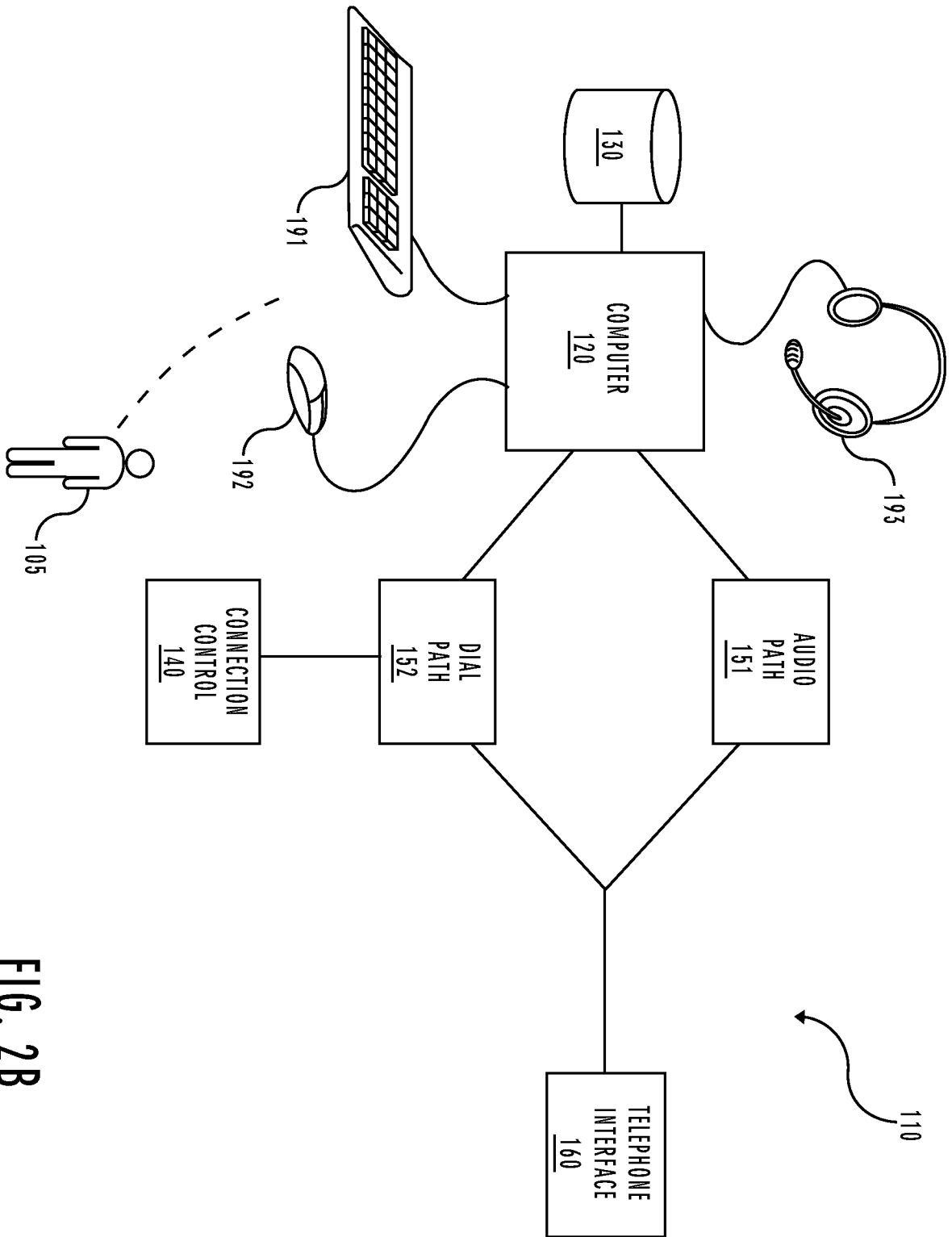


FIG. 2B

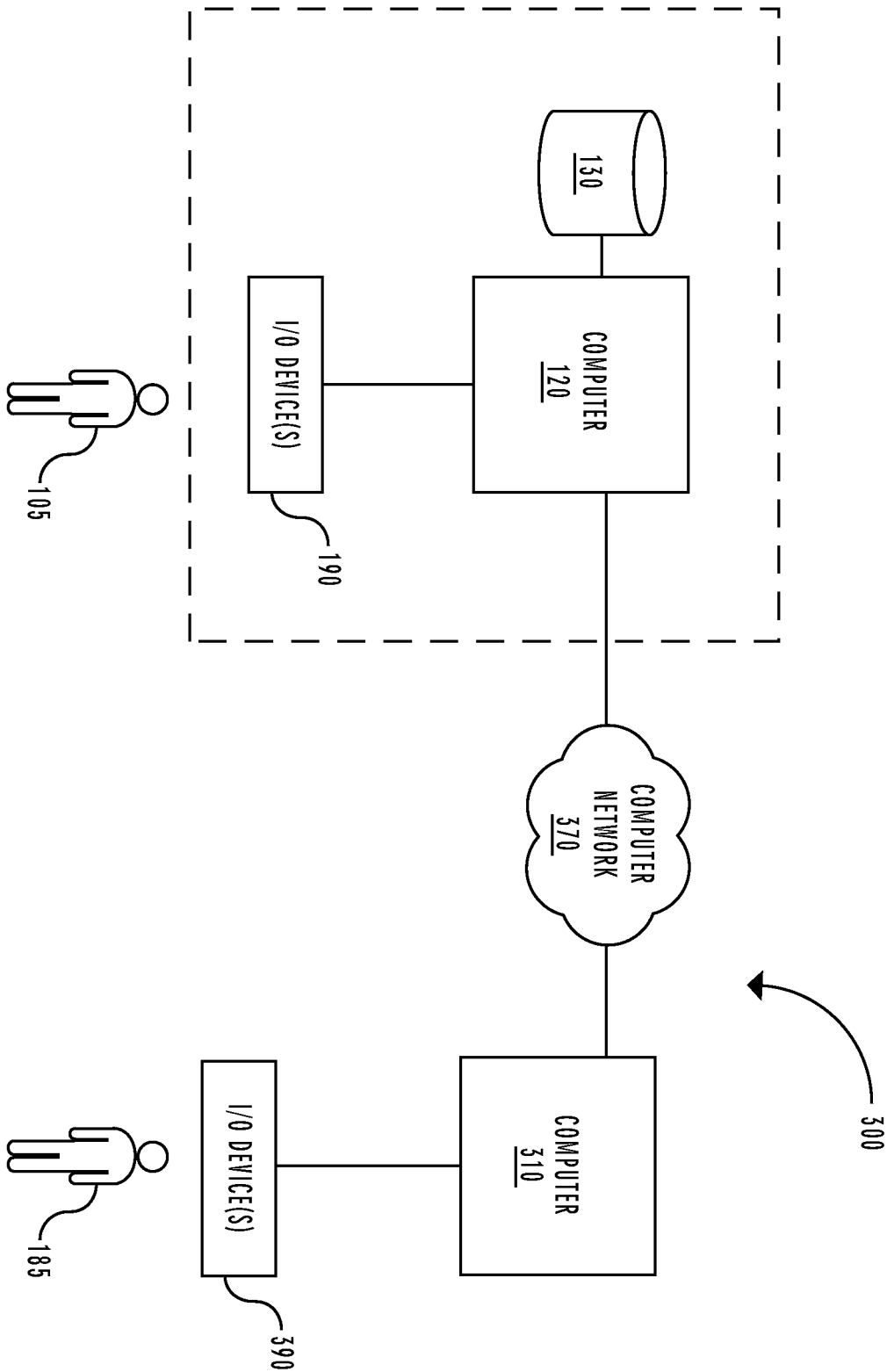


FIG. 3

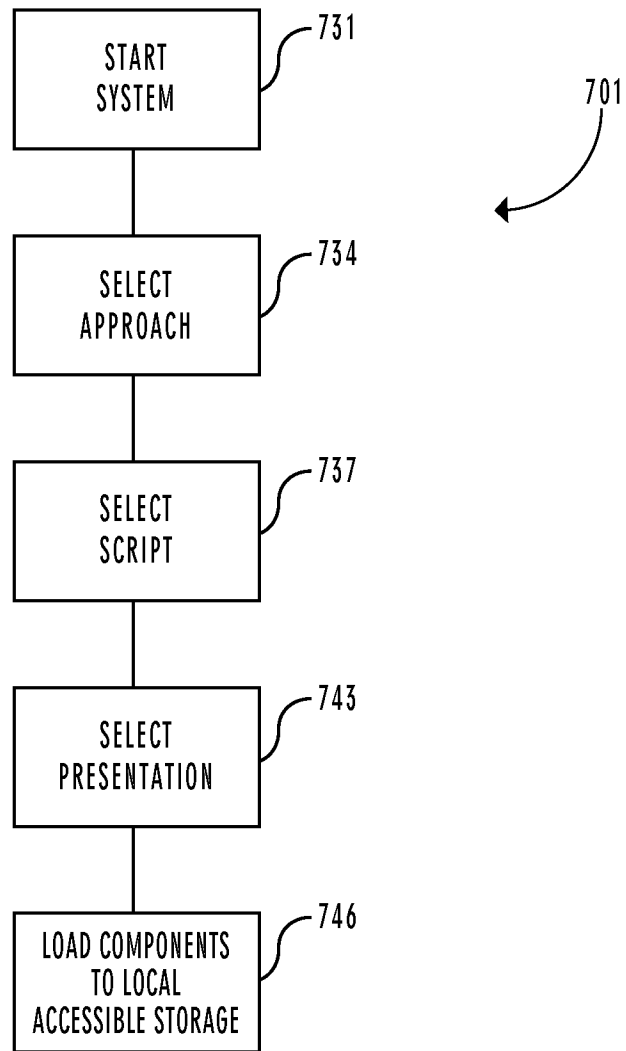


FIG. 4A

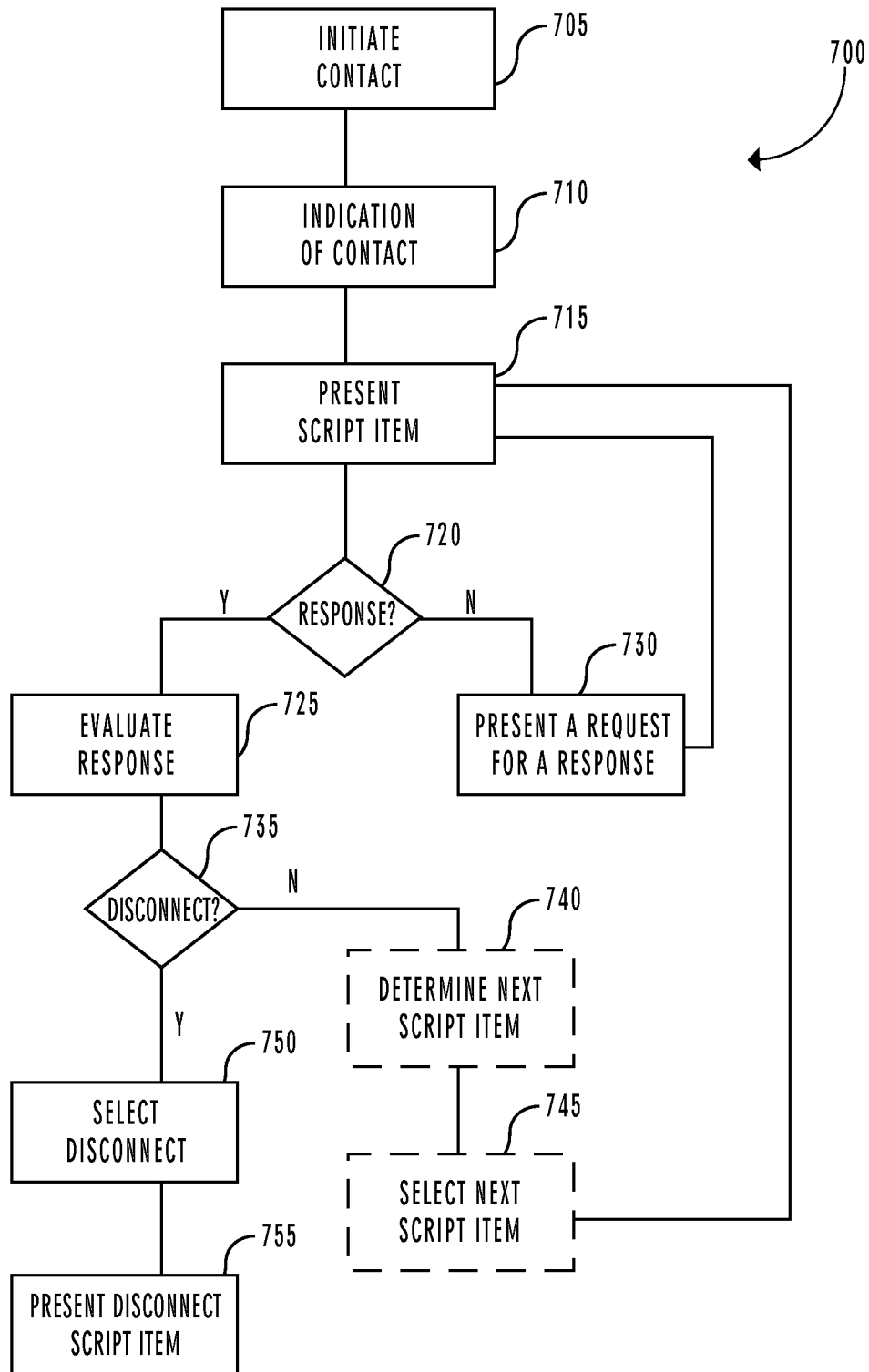


FIG. 4B

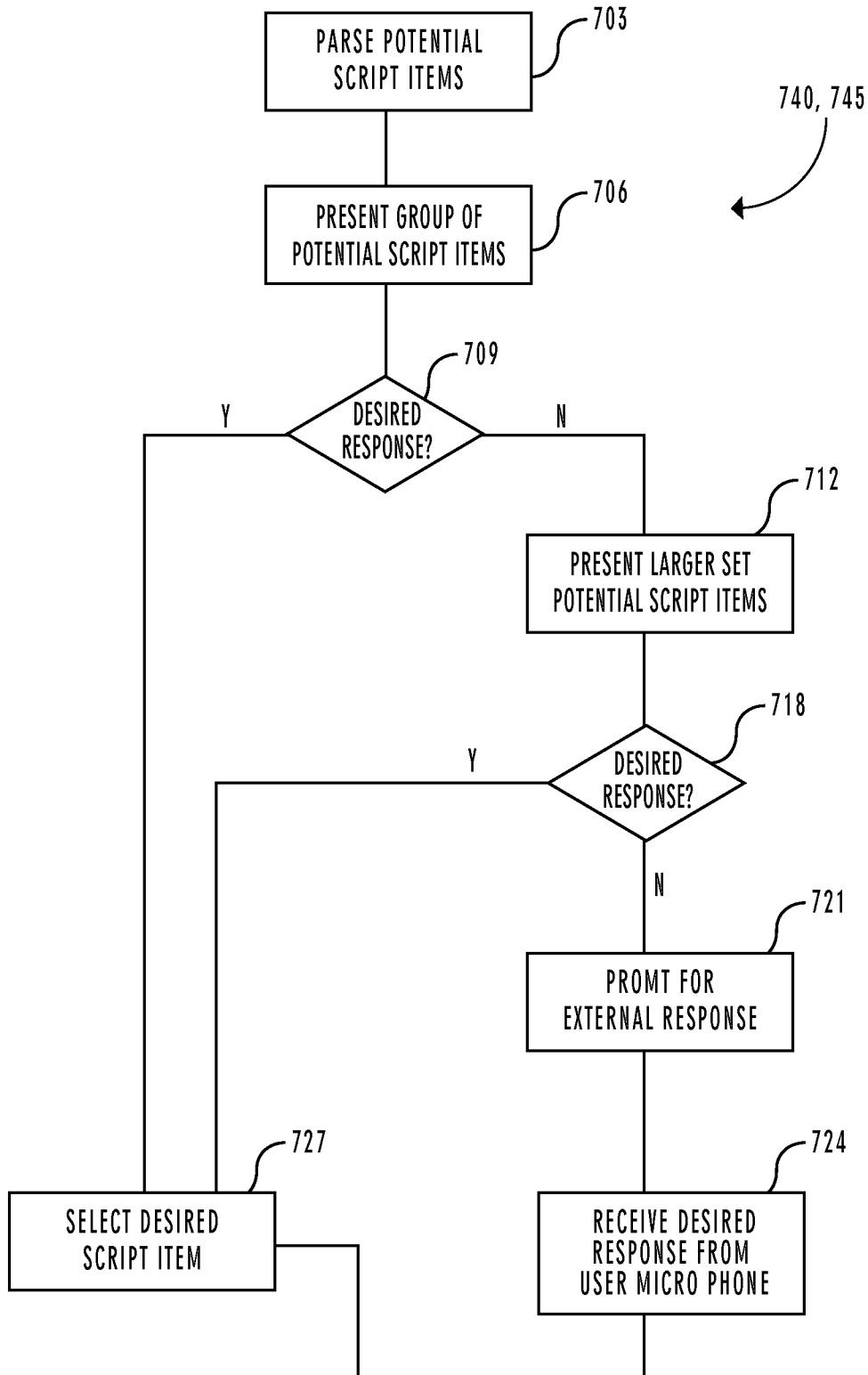


FIG. 4C



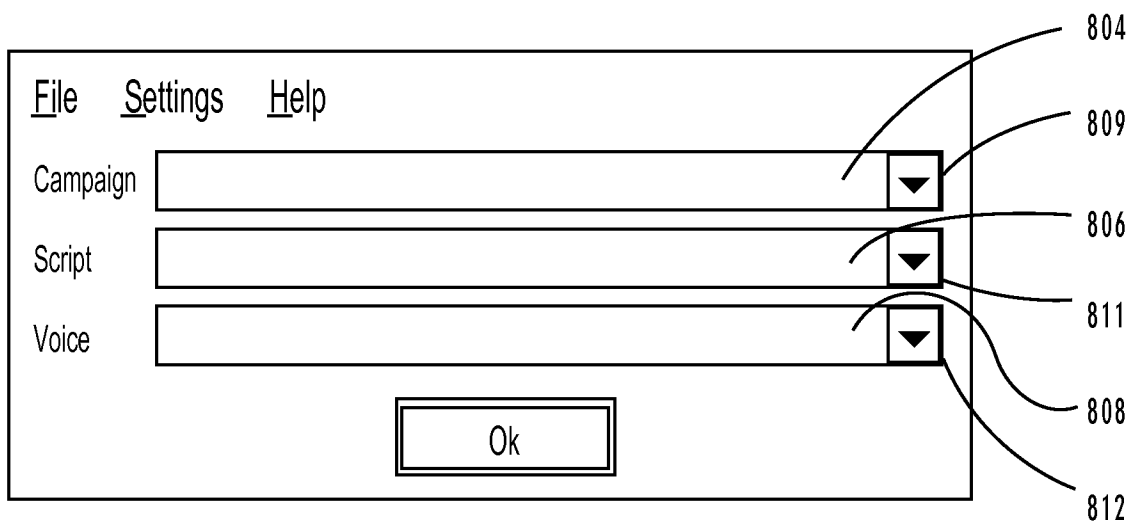


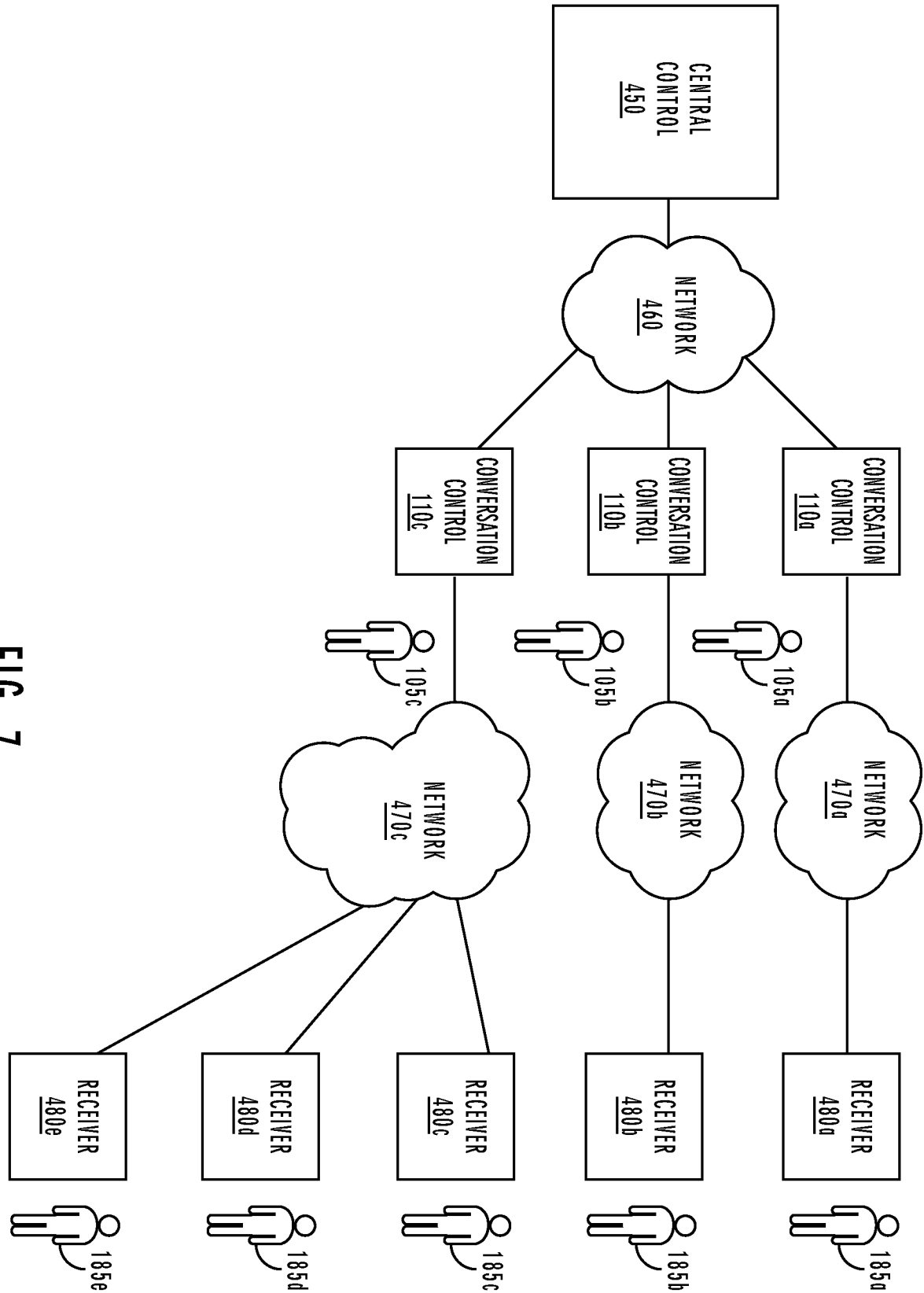
FIG. 5

File Settings Help	
*****When customer answers, Press 1 to start script*****	
<div>2004</div>	
1	Introduction Statement
2	2005
3	2006
4	2007
5	2008
6	2009
7	2010
8	2011
9	2012
10	2013
11	2014
Navigation " Back a screen Q Restart script	
Navigation Y Yes N No L Laugh C Company Name R Repeat that? G Great U Uh Huh O Ok - Exactly = I'm doing fine	
Other P Phone Number , Computer/Recording? S Sorry B Busy	
Short { Agent Name / Why a Survey?	
End ? Goodbye! > How Much Time? T Call Another Time	
Long	
Last Key Pressed <input type="checkbox"/>	

2000

FIG. 6

2010



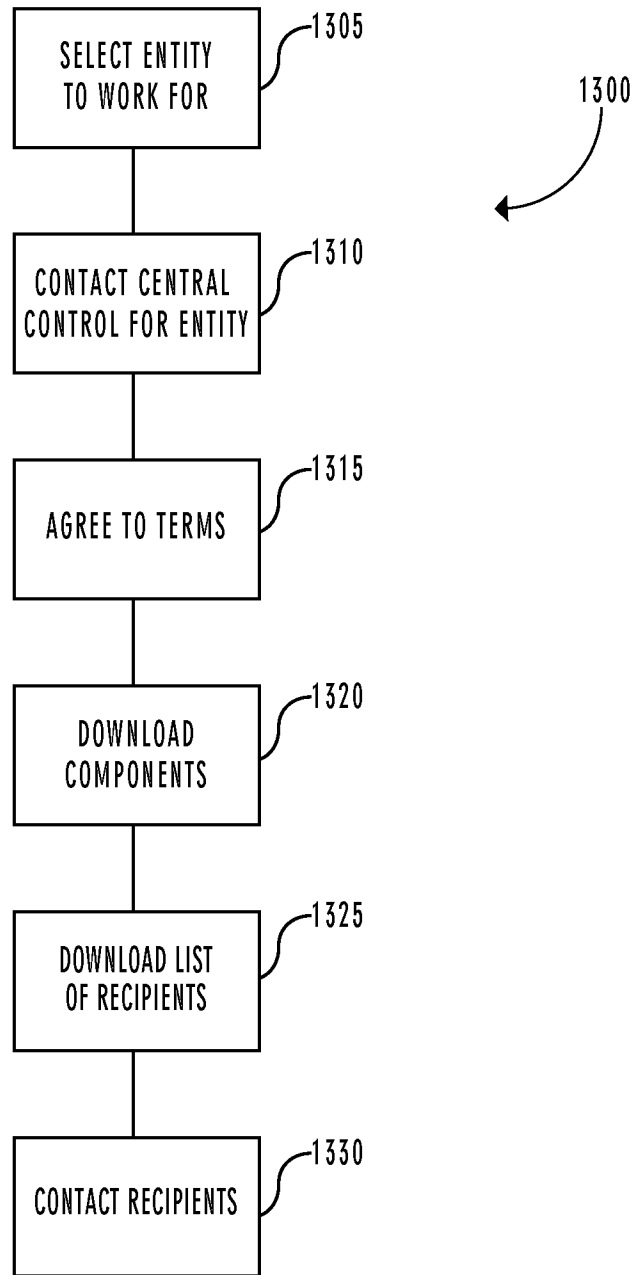


FIG. 8

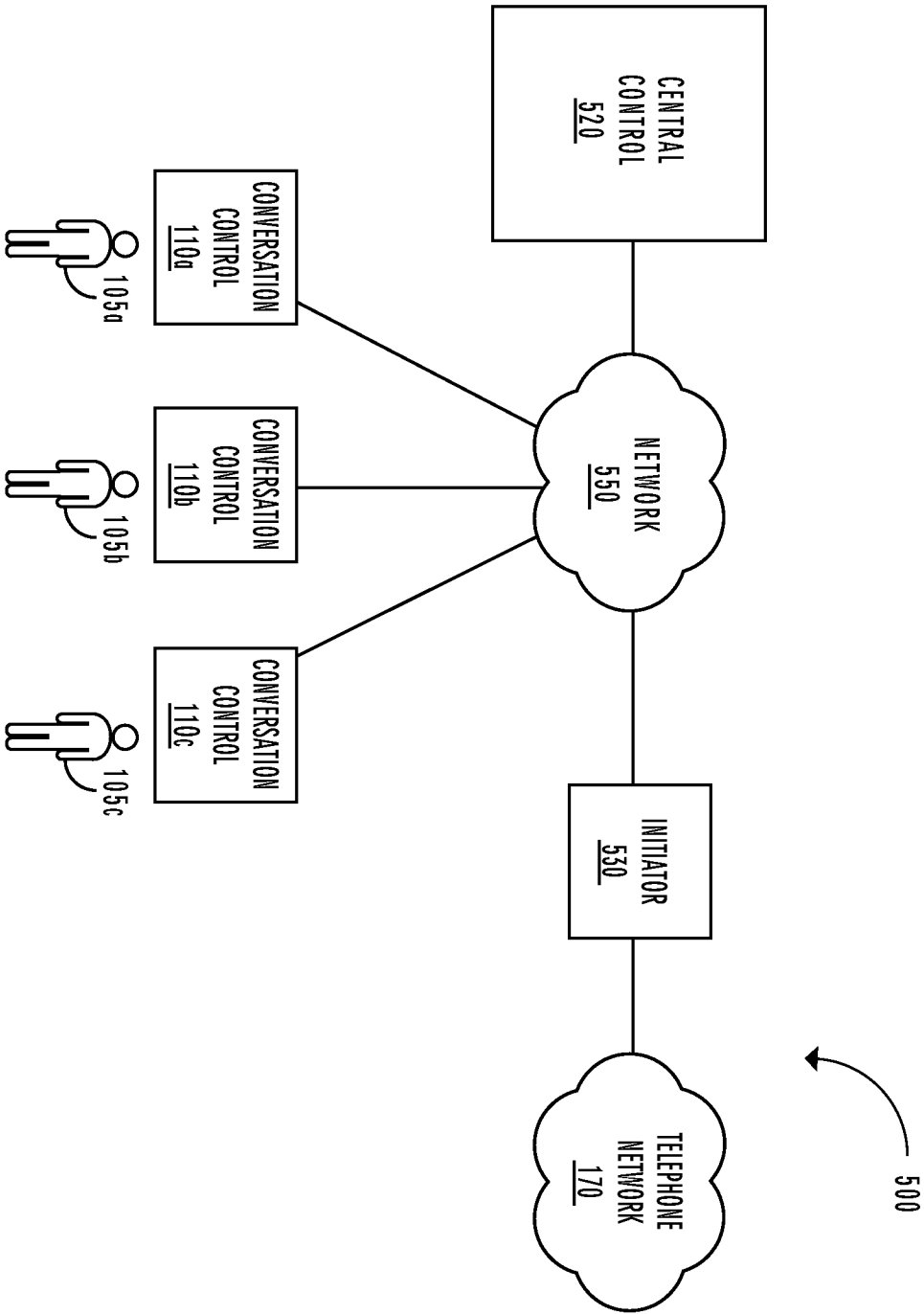


FIG. 9

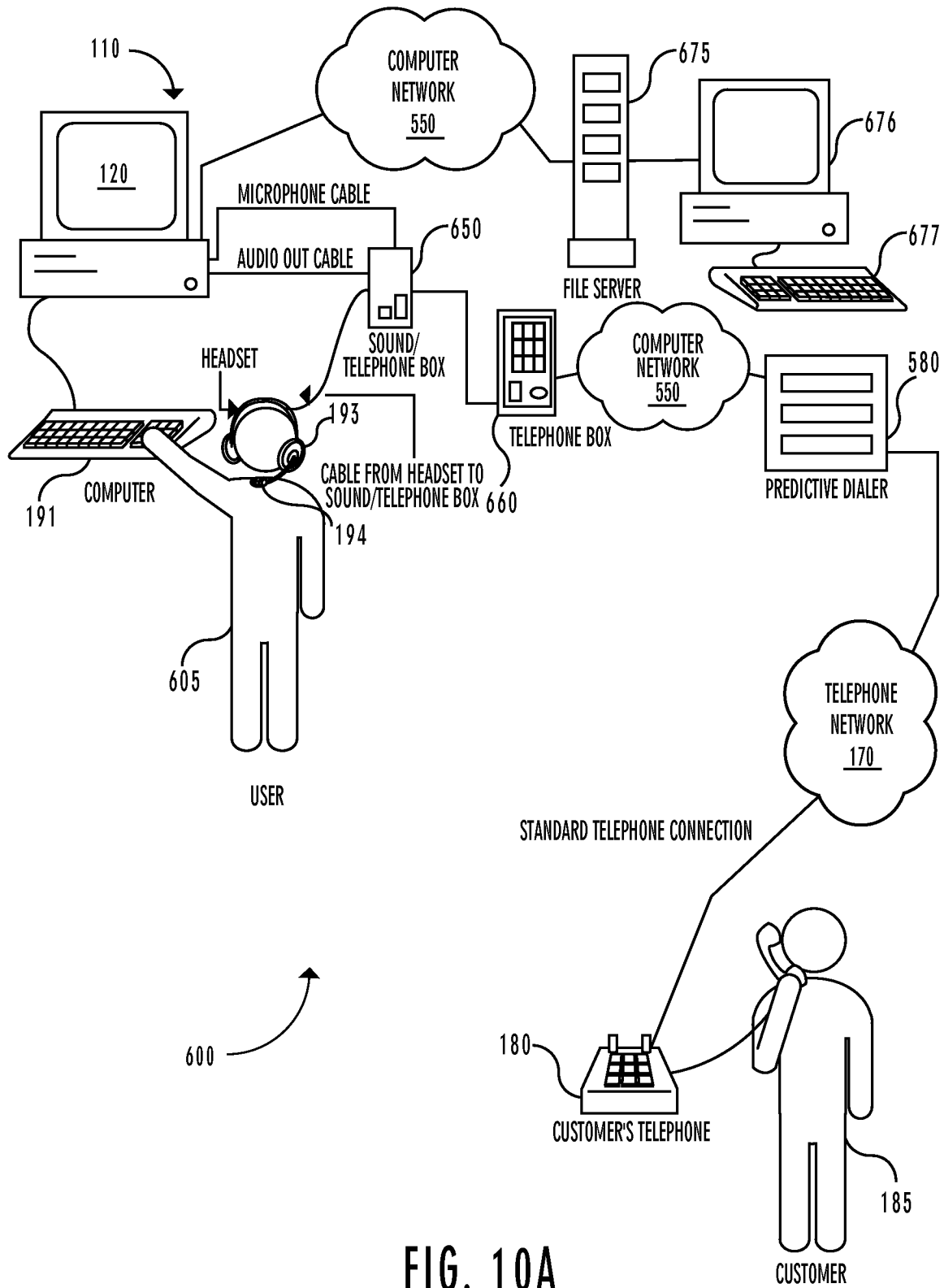


FIG. 10A

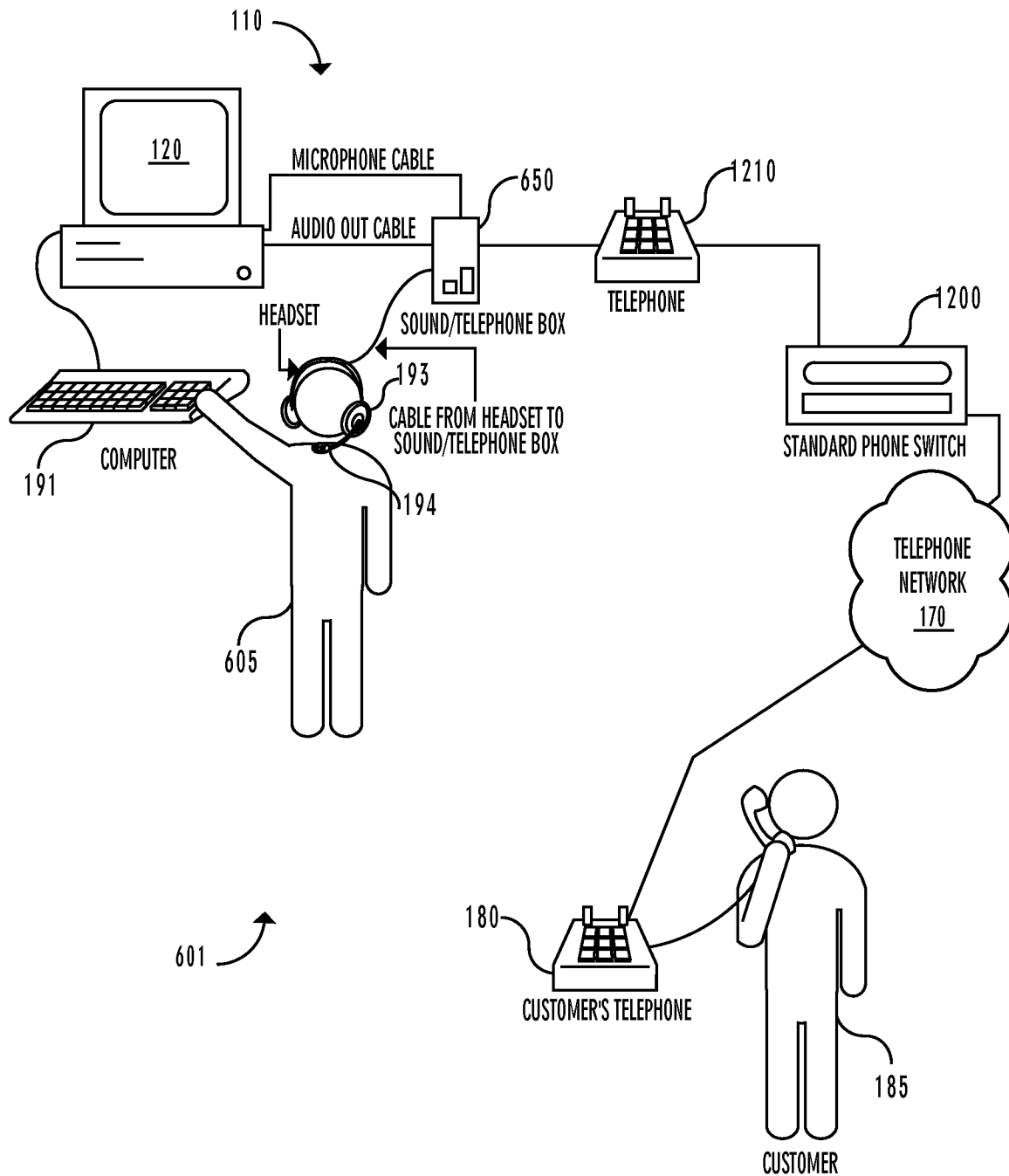


FIG. 10B

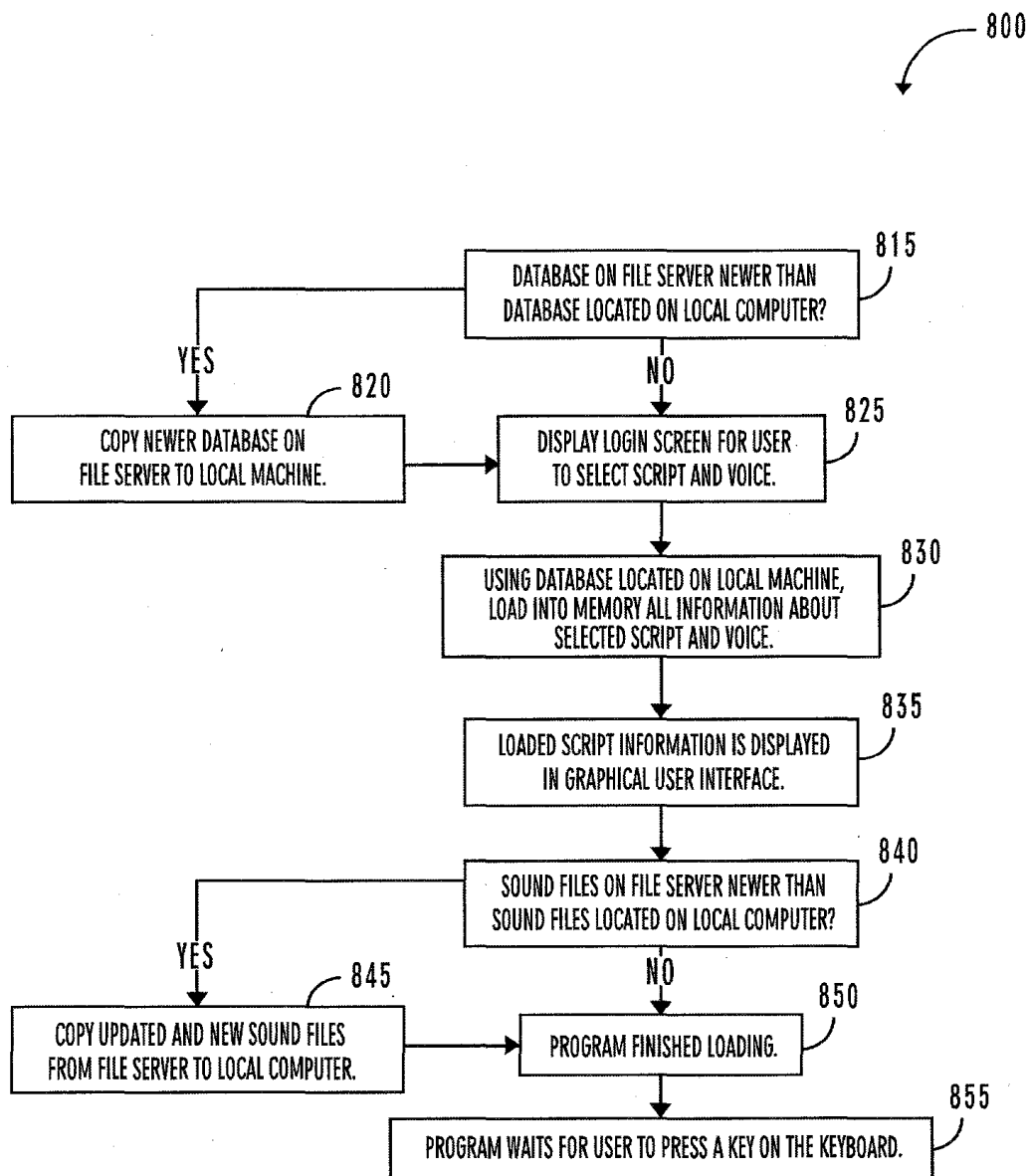


FIG. 11